

Interagency Cache Business System [ICBS]

ANDROID TC8000 SCAN GUN USER MANUAL

Prepared for: -

ICBS Cache Users
ICBS SMEs
Visual IT Services, Inc.

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1. Overview

The ICBS (Interagency Cache Business System) mobile application is built on a suite of commercial-off-the-shelf (COTS) applications collectively called IBM® Sterling® supply chain applications. There are about 200 MC9090 Windows CE Scan guns that are used for day-to-day warehouse activities. These scan guns are planned to be replaced by brand new TC8000 Android Scan Guns, configured with android ICBS mobile application.

In 2018, ICBS application will be upgraded to IBM Sterling OMS/WMS and IBM Sterling Store Mobile version 9.5. Along with the IBM Sterling V9.5 upgrade, the Current Motorola MC9090 Windows CE scan guns will be replaced by TC8000 Android Scan Guns across all the caches. The Installations and configurations of the mobile application on these scan guns will be done by the ICBS Application team.

The purpose of this ICBS User Manual is to describe the properties of the scan gun, how to connect to WIFI, how to use the scan gun in your cache, etc. All the information is provided in detail. For any missing information or details ICBS Technical team can be contacted at usfs@visual-itservices.com.

2. TC8000

TC8000 is an Android based Touch Mobile Computer designed to deliver revolutionary productivity increase in the warehouse.



For more information on the device, please refer to the URL:

<https://www.zebra.com/us/en/products/mobile-computers/handheld/tc8000.html>

2.1 Unpacking

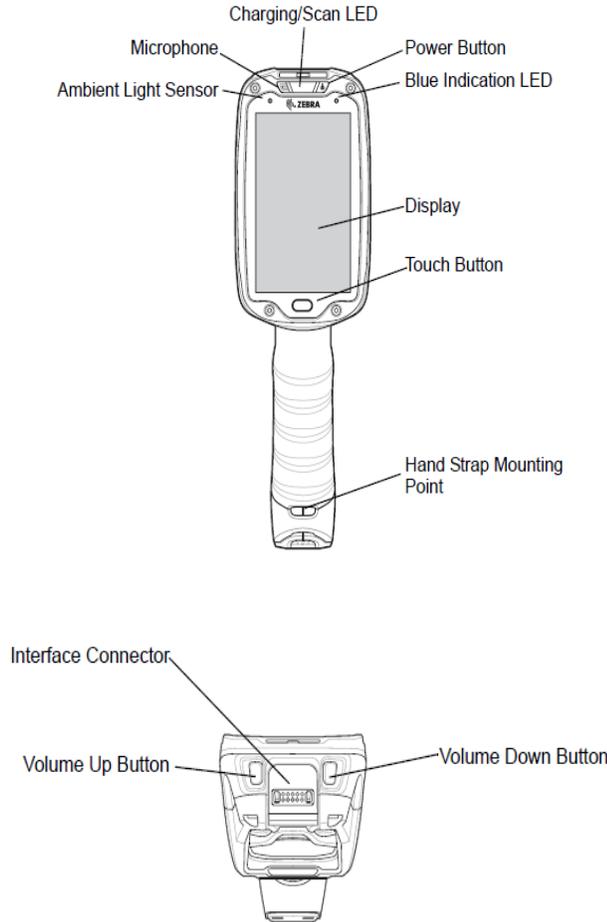
Verify that the box contains all the following

1. TC8000 scan gun

2. Battery
3. Hand Strap
4. Regulatory guide

2.2 Device buttons

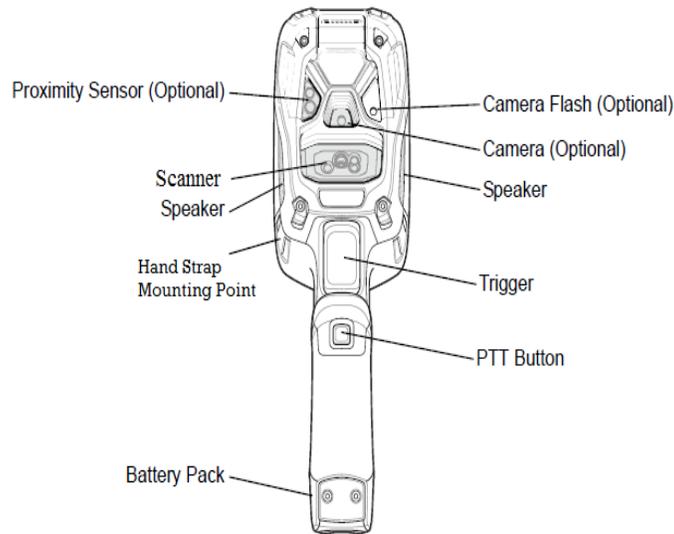
The buttons on the TC8000 scan gun are described in the following diagrams.



Front View Descriptions:

Item	Function
Charging/Scan LED	Indicates battery charging status while charging, good decode indication during data capture and application generated notifications.
Power Button	Turns the display on and off. Press and hold to reset the device and power off.
Blue Indication LED	User programmable LED.
Display	Displays all information needed to operate the TC8000 scan gun.
Touch Button	Press to select items.
Hand Strap Mounting Point	Use for installing the optional hand strap.

Speakers	Provides audio output for video and music playback.
Ambient Light Sensor	Determines ambient light for controlling display backlight intensity (optional).
Microphone	Use for communication in Headset mode.
Volume Up Button	Increases audio volume (programmable).
Interface Connector	Provides USB host and client communication, audio and device charging via cables and accessories.
Volume Down Button	Decreases audio volume (programmable).



Back View Descriptions:

Item	Function
Camera Flash	Provides illumination for the camera (optional).
Camera	Takes photos and videos (optional).
Speaker	Provides audio output.
Scanner	Provides data capture using the imager or laser scanner.
Trigger	Initiates data capture (programmable).
Push-To-Talk (PTT) Button	Initiates Push-To-Talk communication (programmable).
Battery Pack	Provides power to the device.
Hand Strap Mounting Point	Use for installing the optional hand strap.
Proximity Sensor	Long range proximity sensor (optional).

Serial No, Mac address:

The Serial No and Mac address of TC8000 scan gun can be found on the device at the battery slot as shown in the screenshot below. This will come in handy for troubleshooting scan gun related issues.

NOTE: You may take a label print out of the Serial No and Mac address and paste it on the scan gun for easy access.

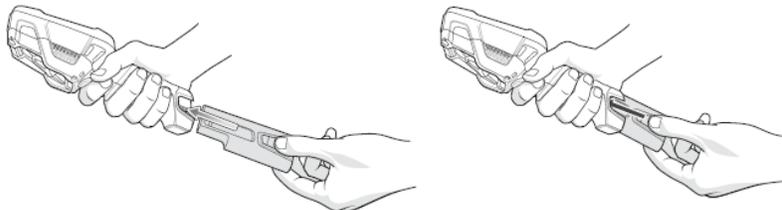


2.3 Battery Installation & Removal

To install the battery:

NOTE: The battery is keyed to ensure that the battery is inserted properly. The notch in the battery must face the back of the device.

- Align the battery with the notch facing the back of the device
- Slide the battery into the handle of the device.

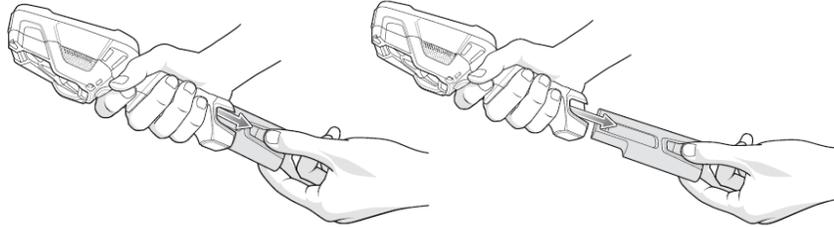


- Press the battery into the handle until it snaps into place.

To remove the battery:

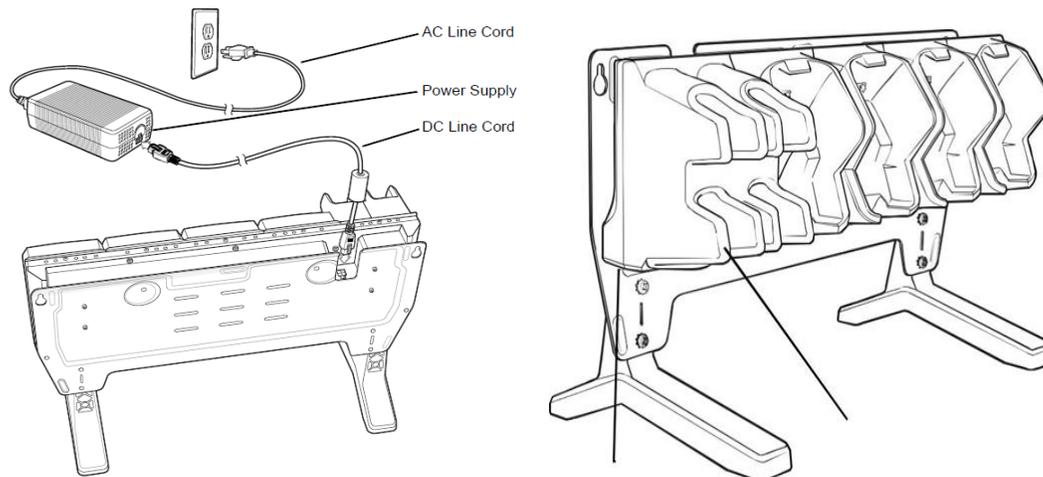
CAUTION: Do not press the trigger while removing the battery.

- Press the two battery release latches in.
- Pull the battery out of the device. The Charging/Scan LED lights red.

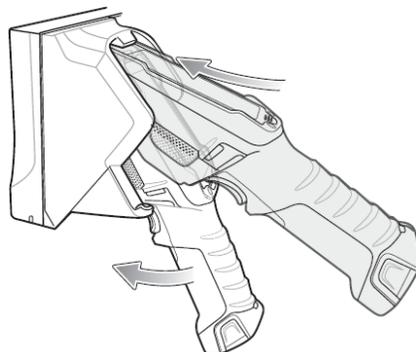


2.4 Charging

Charging the TC8000 Scan Gun:



- Insert the TC8000 scan gun into the cradle.
- The TC8000 scan gun starts to charge automatically. It charges in approximately four hours
- The TC8000's Charging/Notification LED indicates the status of the battery charging. The 6,700 mAh battery fully charges in less than four hours at room temperature.

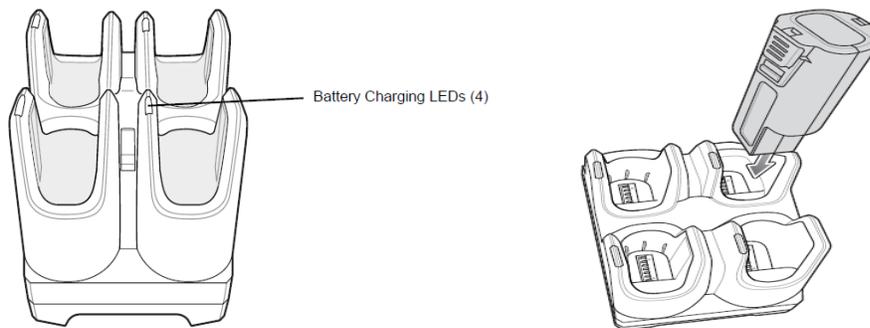




TC8000 Scan Gun LED State	Description
Solid Amber	TC8000 is charging.
Solid Green	TC8000 is fully charged.
Fast Blinking Red	Charging error.
Off	Not charging.

Charging the Spare Battery:

- Insert the battery into the right slot to begin charging.
- Ensure the battery is seated properly.



The spare battery charging LED on the cup indicates the status of the spare battery charging. The 6,700 mAh battery fully charges in less than four hours at room temperature.

Spare Battery Charging LED Indicators	Description
Off	The battery is not charging. The battery is not inserted correctly in the cradle or connected to a power source. Cradle is not powered.
Solid Amber	Healthy battery is charging.
Solid Green	Healthy battery charging is complete.
Fast Blinking Red (2 blinks/second)	Charging error, e.g.: Temperature is too low or too high. Charging has gone on too long without completion (typically eight hours).
Solid Red	Unhealthy battery is charging or fully charged.





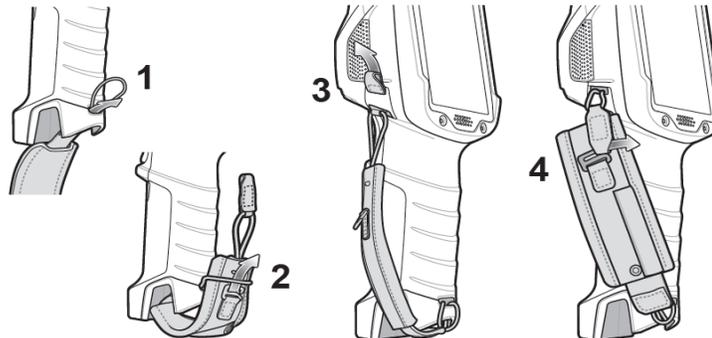
2.5 Installing the hand strap and stylus

To install the hand strap:

NOTE: Installation of the hand strap is optional. Skip this section if not installing the hand strap.

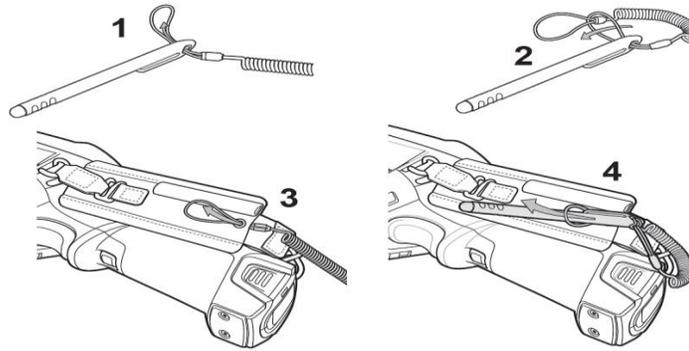
Remove battery if installed.

1. Thread the lanyard loop through the opening near the base of the handle.
2. Insert the top end of the hand strap through the loop.
3. Thread the hand-strap through the lanyard. Pull the hand strap through the loop. Thread the lanyard through the slot on the left or right side of the unit, depending on your preference.
4. Slide the tab onto the clip.



To install the stylus onto the hand strap:

1. Thread the loop of the tether through the hole in the stylus.
2. Thread the other end of the tether through the loop.
3. Insert the tether loop into the hand strap eyelet.
4. Feed the stylus through the tether loop. Pull stylus through the loop and tighten.



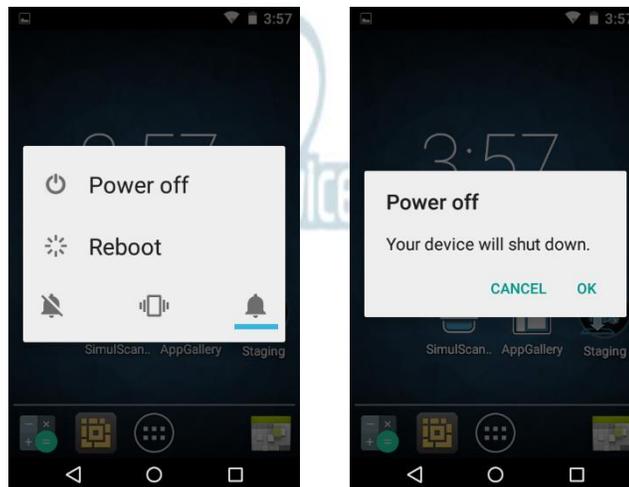
2.6 Power On/Off

To Turn On TC8000 scan gun:

Click and hold power button for about 3-5 seconds. The device will be turned on after leaving the power button

To Turn Off TC8000 scan gun:

Click and hold power button until you see the screen below. Select Power Off as shown below. Click on OK to Power Off.



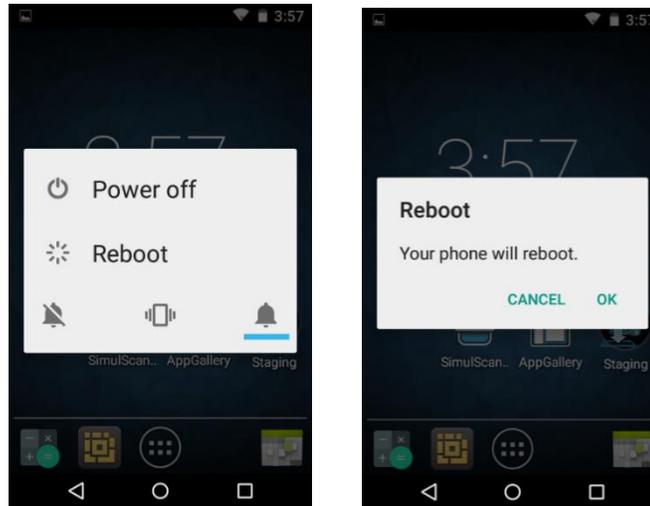
2.7 Reboot – Before starting work

It is best practice to reboot the device before you start working with it every day. This will clear the system and application caching, if any.

To Reboot TC8000 scan gun:

Click and hold power button until you see the screen below. Select Reboot as shown below. Click on OK to reboot the device.





2.8 Laser/Scanning

The laser scanning of the bar codes can be done from a distance of 2-3 feet only, using the scan gun.

So in order to scan the barcodes of the items/locations present at higher shelves, print out the bar codes of them and place/attach them at the lower shelf.

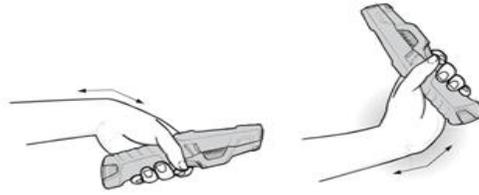


Ergonomic Recommendations:

Proper Scanning



Avoid

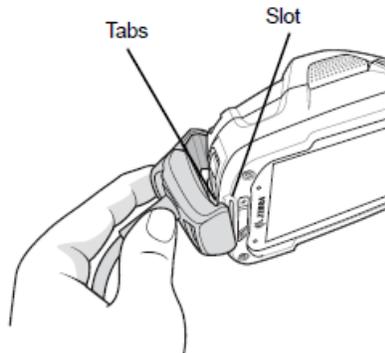
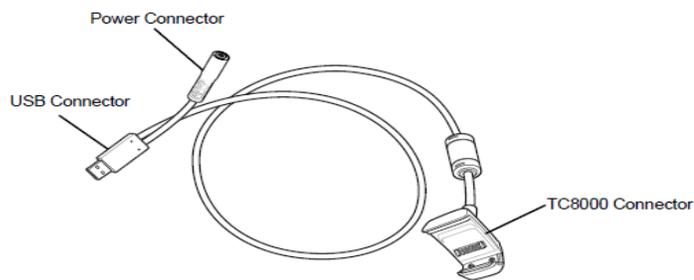


2.9 Screenshots

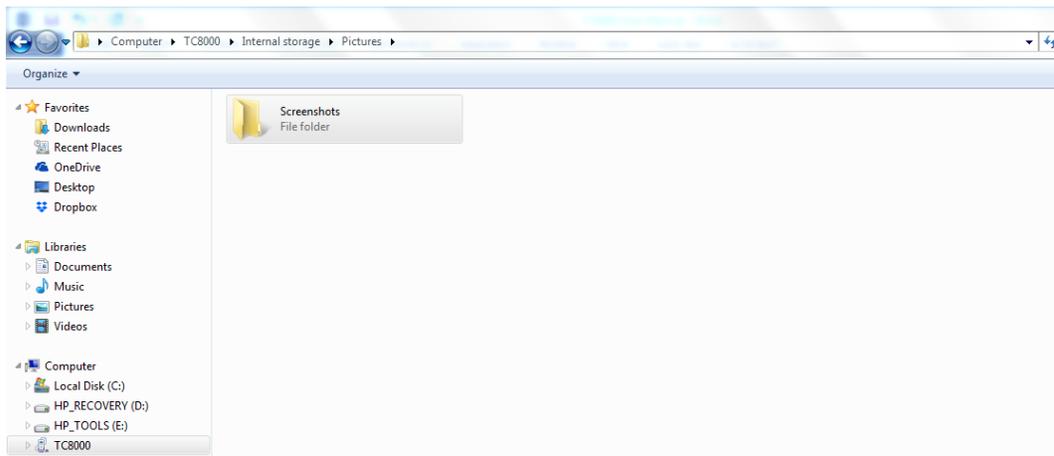
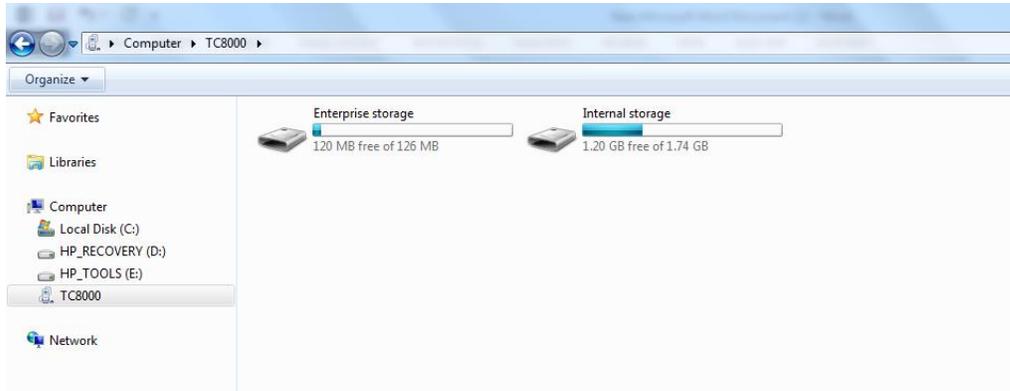
You can take screenshots on TC8000 eg: any errors etc. This will be helpful for troubleshooting any issues with the scan gun.

To Take Screenshot on TC8000:

- a. In the scan gun, hold down the Volume Down and Power button at the same time for a few seconds. You will hear a sound similar to, when taking a screenshot or a picture from smart phones.
- b. Connect TC8000 to a computer using USB cable (as shown below)



- c. The screenshots are saved in the following path in the computer you connected your scan gun:
 Computer\TC8000\Internal storage\Pictures\Screenshots



3. ICBS Mobile Home

Once you turn on the TC8000 scan gun, you will see the “ICBS Mobile Home” screen. The screen will show four icons - Training, Production, Wi-Fi and StageNow.



3.1 Wi-Fi

You may connect to the wireless network using the Wi-Fi application.

NOTE: Connect only to your cache specific wireless network connection and not any other nearby connections showing in the scan gun. **This is a mandatory security protocol.**

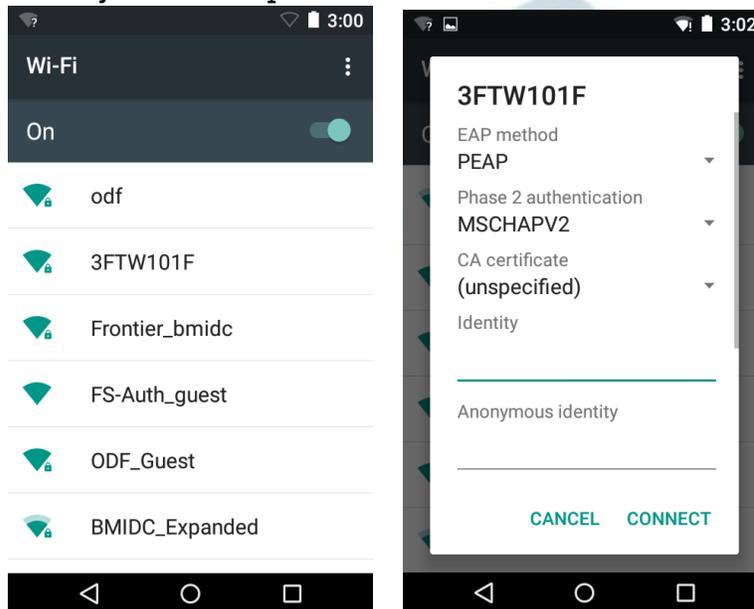
There are only two types of network connections available at the caches, either FS or BLM, depending on whether you are a FS or BLM cache.

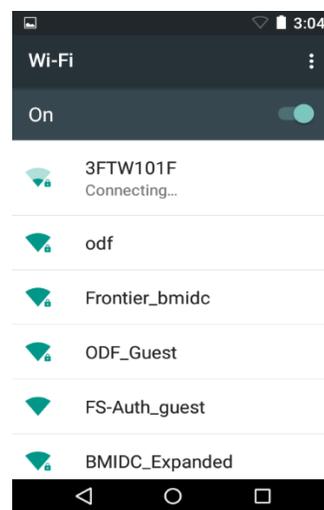
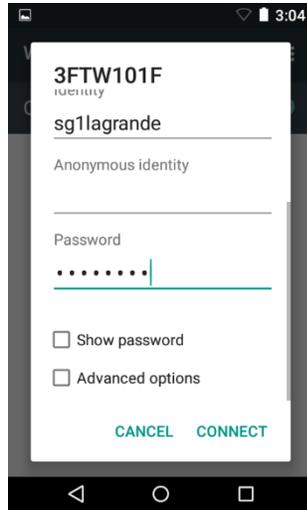
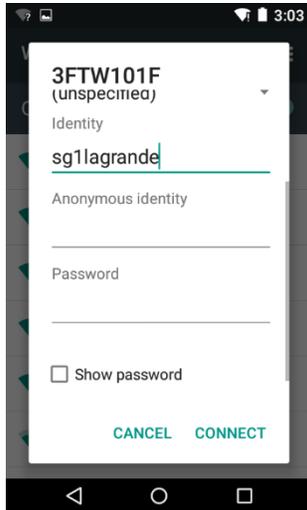
Once you enter the required credentials, the wireless network connection will be automatically saved. You need not enter the credentials for the wireless network again, unless you chose to connect using different credentials or the Scan gun has been reset or the saved networks have been removed.

NOTE: the network team from your cache will broadcast the SSID, so that the scan gun can be connected to wireless network. This is required only one time when the scan gun is being connected to wireless network for the first time.

FS network Connection Steps:

This is just an example. You will need to use the credentials from your cache.





BLM network Connection Steps: <Will be updated later>

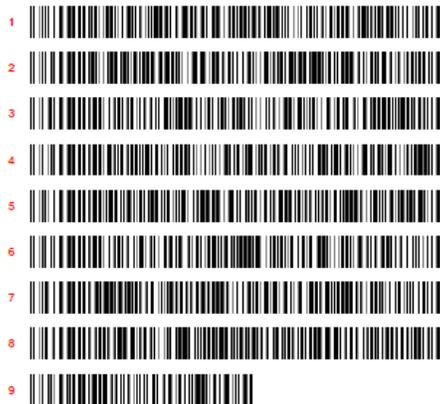
3.2 StageNow

The StageNow tool is used for staging configurations/settings from remote locations just by scanning the bar codes profiles.

To make any new configuration change in these scan guns, the ICBS Technical team will provide you with PDF files with barcodes.



Scan Barcodes with StageNow Client:



CentralTimeZone.p
df



EasternTimeZone.p
df



PacificTimeZone.pdf



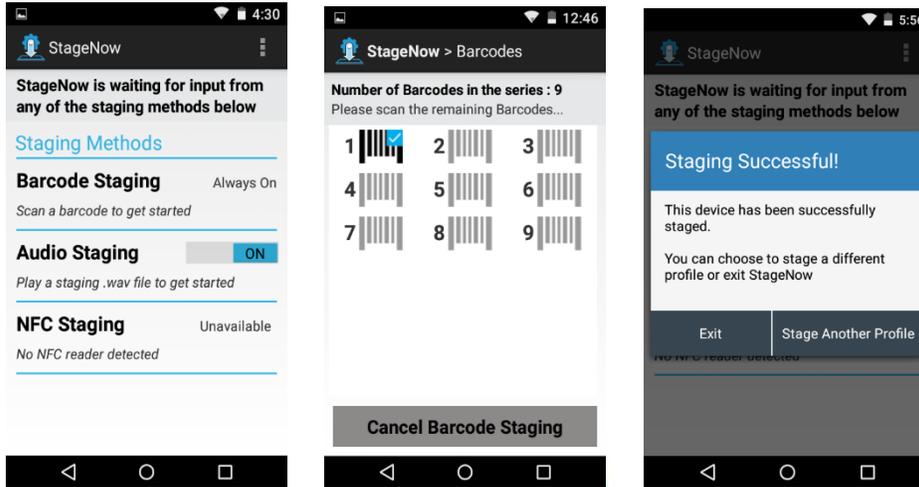
AlaskaTimeZone.p
f



MountainTimeZone
.pdf



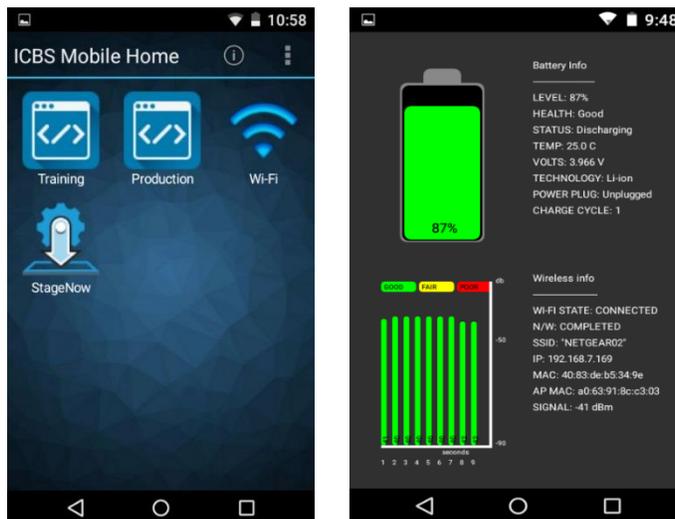
Eg: all the scan guns sitting in the spare pool in Denver are setup in MST time zone. If you receive a new scan gun from the spare pool and you wish to change the time zone per your cache, the ICBS Technical team will provide you with a PDF file with the bar codes to change the time zone in your scan gun. You will need to print that pdf file, open Stage Now application on the TC8000 and scan the bar codes present in the pdf. After scanning all the bar codes, the time zone will be set automatically.



The time will be automatically updated after connecting to Wi-Fi since the “Network provided” option is set by default.

3.3 ⓘ Battery, wireless info

The basic battery and wireless info can be viewed by clicking on the ⓘ symbol beside the “ICBS Mobile Home” and you will see the Battery Info and Wireless Info

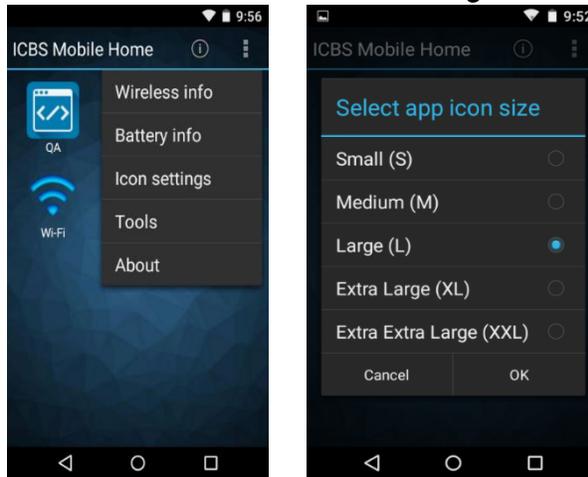




3.4 Icon Settings

The size of the icons that are present on the “ICBS Mobile Home” screen can be increased or decreased as per your convenience.

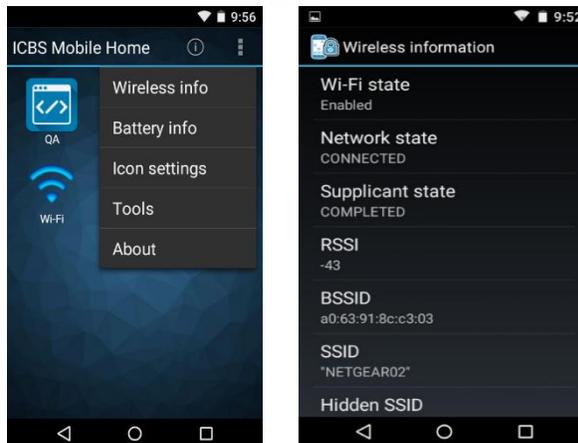
Click on three dots  and select “Icon Settings” from the list.



Select the appropriate size that suits your needs and click on OK

3.4 Wireless Info

The detailed wireless connection information can be obtained by clicking on three dots  and select “Wireless Info” from the list. The screen will show you all the information regarding the wireless network that you are connected to.



3.5 Battery Info

The detailed battery information can be obtained by clicking on three dots  and select “Battery Info” from the list. You should be able to see the following similar screen which gives you all the information regarding the battery that has been present in the scan gun





3.6 On Screen Buttons

There are three buttons at the bottom of the Scan gun screen. These are called On Screen Buttons.



NOTE: The below described button functionalities are different after you login into the ICBS Mobile application. This is explained in detail in section 4.3

Back button:

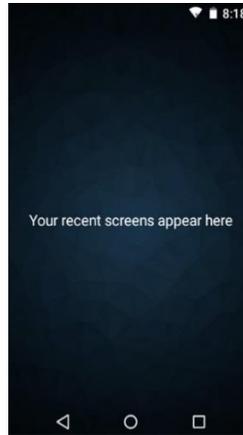
The first button  (on the left hand side) is the Back button. This button is used to get back one step to the previous screen.

Home button:

The middle button  is the Home button. This button is used to get back to the Home Screen (“ICBS Mobile Home”) from anywhere.

Overview button:

The last button  is the Overview button. This button just display the following screen. You do not need this button for any operation. To come back out of this screen, you need to click on Back or Home button



4. ICBS Mobile Application

There are two separate icons for Training and Production ICBS Mobile environments.



4.1 Login Page & Menu

Login Page:

The Login page is different for **Training** and **Production** environment.

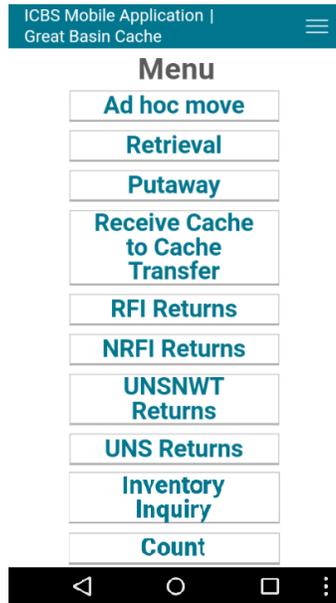


Enter your credentials in the Username and Password fields. After successful login, you will be shown the Menu Page as shown below.

Assumption: The scan gun is connected to the cache wireless network and you have valid login credentials.

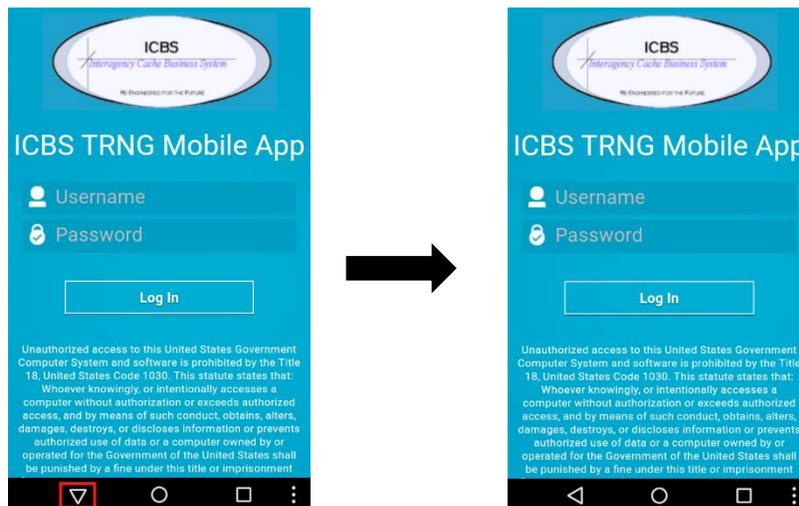
Menu:

ICBS Mobile Menu has the following modules.



4.2 Keyboard on screens

By default, the keyboard will pop up, as shown below, if there is any input field. To close the pop-up keyboard, click on the “Down arrow” button.



4.3 On Screen Buttons

As mentioned in earlier section 3.6, the on-Screen buttons behave differently inside the ICBS Mobile Application.

There are four buttons at the bottom of the Scan gun screen. These are called On Screen Buttons.



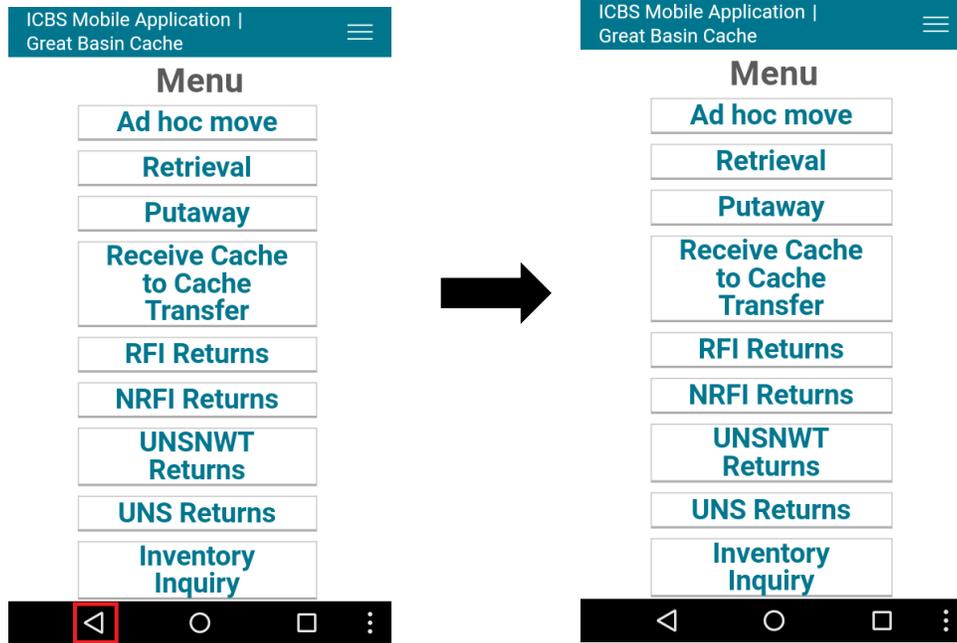
Back button:

The first button  (on the left hand side) is the Back button. This button has two different behaviors.

1. This button is used to get back one step to the previous screen (Only until the login page). If you click this button on the login page, you will be taken to “ICBS Mobile Home” screen.

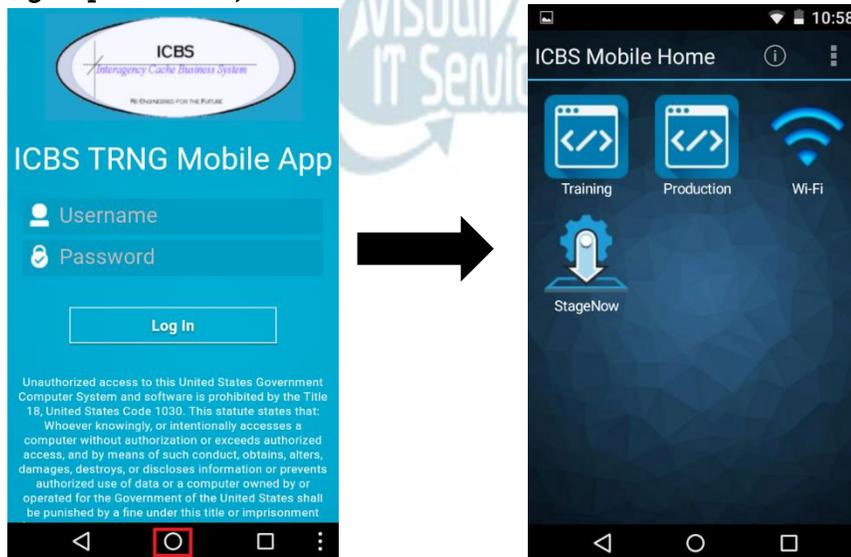


2. After logging in to the mobile application, clicking this button does not result in anything. The screen stays on the same page.



Home button:

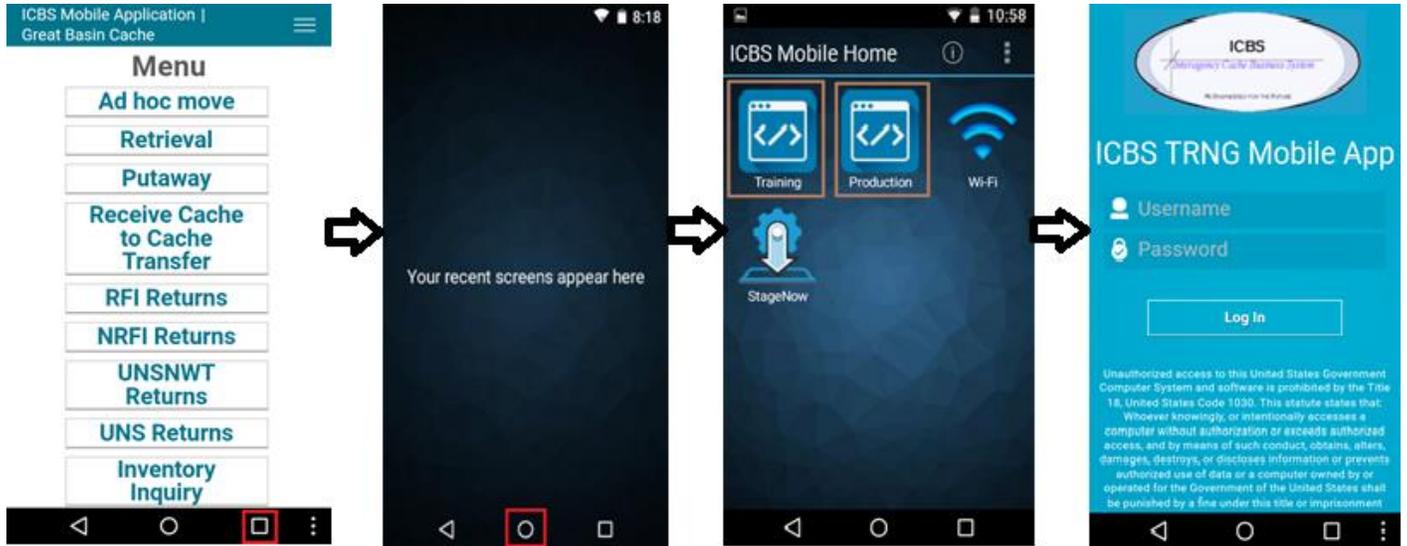
The middle button  is the Home button. This button is used to get back to the Home Screen (“ICBS Mobile Home”) from anywhere. This will also log out of the ICBS Mobile application (Training or production).



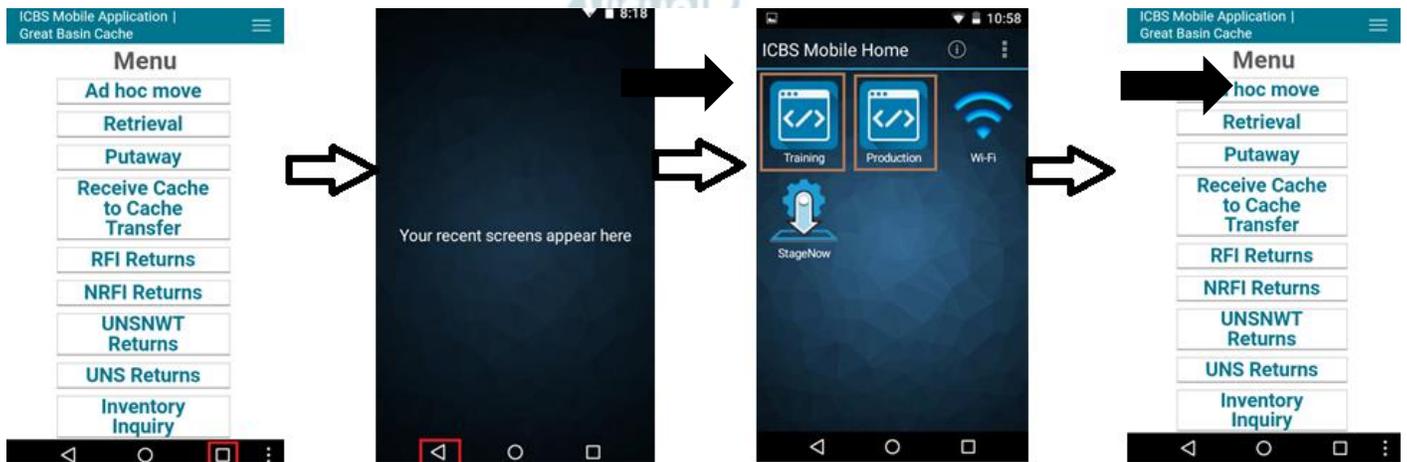
Overview button:

The last button  is the Overview button. This button just displays the following screen. You do not need this button for any operation. To come back out of this screen, you need to click on Back or Home buttons.

1. Clicking on “Home” button will take you back to “ICBS Mobile Home” screen and log out of the ICBS Mobile application.



- Clicking on the "Back" button will take you to the "ICBS Mobile Home" screen. Further, on clicking the application icon (Training or Production), you will be directed to the screen that you were on, before you clicked the "Overview" button.



Fourth Button:

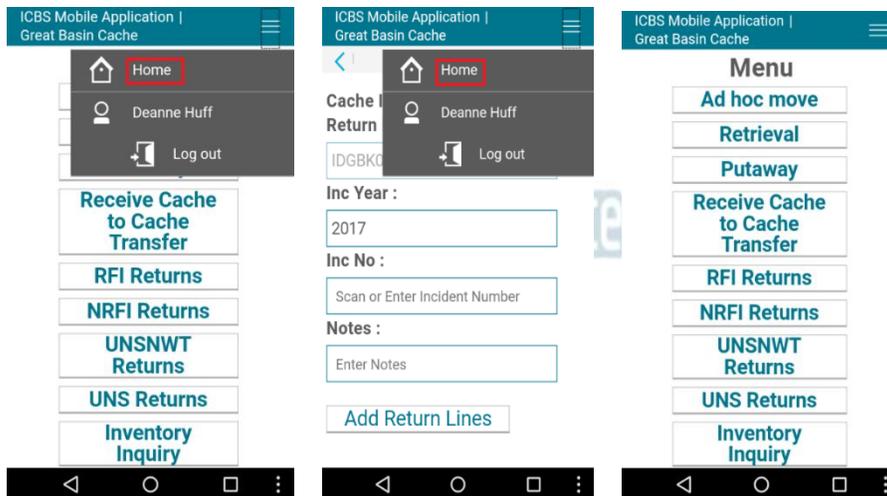
The Last button  does not perform anything. You need not use this button for any operation.



4.4 Home & Logout

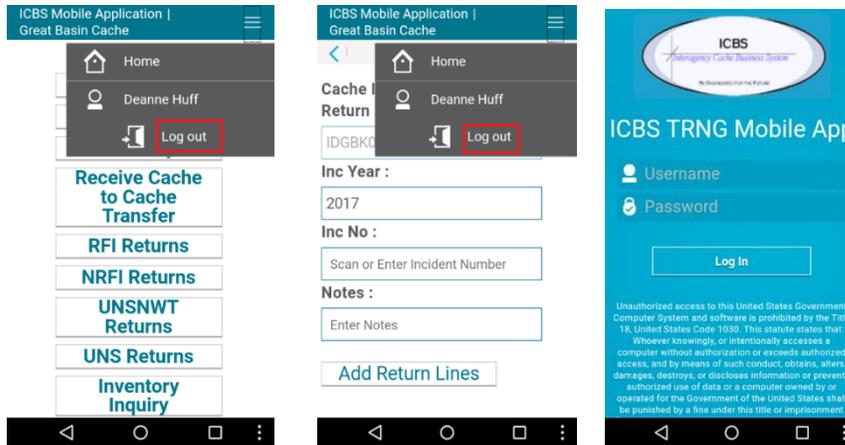
Home Option:

You can go back to “Menu” screen from any screen or module by clicking on three lines symbol  (Upper Right Corner on the screen) and select “Home”. You will be redirected to “Menu” Screen



Logout Option:

You can Logout of the application from any screen or module by clicking on three lines symbol  (Upper Right Corner on the screen) and select “Logout”. You will be redirected to login page.



5. Troubleshooting

5.1 Wi-Fi

Make sure the scan gun is connected to your cache wireless network before accessing the mobile application. If you are not able to connect to the wireless network, do the following:

- Reboot the scan gun and try again.
- If the Reboot does not fix the issue, contact your cache network team to figure out if there is any issue with the wireless network. Providing the Serial No and Mac address to the network team will help them in troubleshooting the issue.
- If it is not a network issue, contact the ICBS Helpdesk/ICBS SME to create a helpdesk ticket with the complete description of the issue you are facing. ICBS Technical team will analyze the issue and contact the cache SME for further troubleshooting.
- Based on type of the issue identified, the scan gun needs to be shipped to either ICBS Technical team (For Software related issue) or to Zebra (RMA ticket for Hardware related issue)

5.2 Scan gun freeze/Application did not load properly

- If the scan gun does not respond or is working slow or the ICBS Mobile application is not loading properly, “Reboot” the scan gun. This will clear the scan gun application caching and will help fixing the issue.
- If the rebooting does not fix the issue, please contact the ICBS Helpdesk/ICBS SME to create a helpdesk ticket with the complete description of the issue you are facing. ICBS Technical team will analyze the issue and contact the cache SME for further troubleshooting and fixing the scan gun.
- Based on type of the issue identified, the scan gun needs to be shipped to either ICBS Technical team (For Software related issue) or to Zebra (RMA ticket for Hardware related issue)

5.3 Laser/Touch not working

- If the bar code laser or the touch on the scan gun is not working, try the “Reboot” Option.
- If the rebooting did not fix the issue, this might be due to software/hardware

malfunction. Please contact the ICBS Helpdesk/ICBS SME to create a helpdesk ticket with the complete description of the issue you are facing. ICBS Technical team will analyze the issue and contact the cache SME for further troubleshooting and fixing the scan gun.

- Based on type of the issue identified, the scan gun needs to be shipped to either ICBS Technical team (For Software related issue) or to Zebra (RMA ticket for Hardware related issue)

5.4 Scan Gun Physical Damage

If the TC8000 Scan Gun has sustained physical damage such as broken screen etc., please contact the ICBS SME to create a quality center defect. Provide all the details about the issue and a point of contact.

Based on the description provide, ICBS SME will create a repair ticket with the vendor and will provide further instructions on shipping. Replacement scan gun from spare pool (Denver) will be sent to your cache.

Once the repair has been completed, the vendor sends the scan gun to ICBS Technical team for configuring and re-imaging.

ICBS technical team will re-image the scan gun, perform all the validations and ship it to the Spare Pool in Denver.

